BUDGET 2005

Ministry of
Community, Aboriginal
and Women's Services

SERVICE PLAN
2005/06 – 2007/08

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Table of Contents

Message from the Minister and Accountability Statement 3

Message from the Minister of State for Women's and Seniors' Services and Accountability Statement 5

Message from the Minister of State for Immigration and Multicultural Services and Accountability Statement 7

Ministry Overview and Core Business Areas 9

Resource Summary 10

Vision, Mission and Values 11

Goals, Objectives, Strategies and Results 12

Related Initiatives and Planning Processes 27

Message from the Minister and Accountability Statement

I have the honour to submit the Ministry of Community, Aboriginal and Women's Services 2005/2006 – 2007/2008 Service Plan. This plan outlines the priorities of our ministry to support strong, safe, healthy communities, and social and economic opportunities for all British Columbians.

With a wide range of programs and services, our ministry is the most diverse in the provincial government. Our ministry is striving to better integrate programs across departments. We are building partnerships — with both the private and non-profit sectors, and other levels of government to meet the diverse needs of all B.C. communities.

These needs can include ensuring there is funding available for housing, safe streets and infrastructure. We have increased partnerships to provide more affordable housing options for those in greatest need through Independent Living BC, the Union of BC Municipalities (UBCM) and the Canada — B.C. Affordable Housing Program. We have established the Premier's Task Force on Homelessness with seven B.C. mayors to develop a framework to address homelessness and addiction on a local level. We have met our *New Era* commitment by providing $30 million in net traffic fine revenue to municipalities for policing and crime prevention. And we are negotiating with the federal government for a New Deal for Cities in partnership with B.C. municipalities.

Our work with Aboriginal and multicultural communities continues to grow. We are working with community groups and other levels of government to maximize the social and economic benefits of immigration and cultural diversity. And, we are focusing resources to address the social and economic needs of B.C. women and seniors.

With the work of the past three years, and with a solid economic turnaround, we now have a strong foundation in place to build for our future and provide for safe and healthy communities.

The Ministry of Community, Aboriginal and Women's Services 2005/06 – 2007/08 Service Plan was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared. All material fiscal assumptions and policy decisions as of January 31, 2005 have been considered in preparing the plan and I am accountable for achieving the specific objectives in the plan.

Honourable Murray Coell
Minister of Community, Aboriginal and Women's Services

January 31, 2005

105-04455/

Message from the Minister of State for Women's and Seniors' Services and Accountability Statement

I am the Minister of State for Women's and Seniors' Services and under the *Balanced Budget and Ministerial Accountability Act*, I am accountable for achieving the following results for 2005/06:

- In cooperation with industry and education partners, identify and implement initiatives to enhance girls' and women's awareness regarding opportunities in high demand occupations with low female participation. Report on the initiatives to be provided to the Government Caucus Committee on Economy and Government Operations.
- In consultation with aboriginal organizations, support initiatives to increase the capacity of aboriginal communities to address and reduce violence against women and girls. Report on the initiatives to be provided to the Government Caucus Committee on Communities and Safety.
- Provide seniors, their families and caregivers with direct access to accurate and up-to-date information on provincial government programs and services, through a variety of options including the internet, print material and telephone service. Report on the initiatives implemented to be provided to the Government Caucus Committee on Communities and Safety.
- Support community initiatives to address and reduce violence against women and girls. Report on the initiatives to be provided to the Government Caucus Committee on Communities and Safety.

As the Minister of State for Women's and Seniors' Services, I am committed to working across government, with other jurisdictions and with community organizations to address the social and economic needs of B.C.'s women by working to prevent violence, increase their personal safety, promote their achievements and provide them with increased economic opportunities. British Columbia seniors have told me they want to live independently for as long as they can with a range of housing, transportation, social and service choices. I will work to ensure that those services that will allow them to remain independent will be available to them, their families, and caregivers.

Working with my colleagues, the Honourable Murray Coell, Minister of Community, Aboriginal and Women's Services, and the Honourable Patrick Wong, Minister of State for Immigration and Multicultural Services, we will continue to build on our commitment to social and economic opportunities and well-being, and strong, safe and healthy communities for all British Columbians.

Wendy McMahon

Honourable Wendy McMahon
Minister of State for Women's and Seniors' Services

January 31, 2005

Message from the Minister of State for Immigration and Multicultural Services and Accountability Statement

I am the Minister of State for Immigration and Multicultural Services and under the *Balanced Budget and Ministerial Accountability Act*, I am accountable for achieving the following results for 2005/06:

- provide status report to Government Caucus Committee — Economy and Government Operations on outcomes from implementation of the "Strategy to Enhance the Social and Economic Benefits of Immigration to British Columbia," including a report on enhancements to business immigration and expansion of the Provincial Nominee Program;
- in consultation with the Multicultural Advisory Council, implement the "Strategy to Enhance the Social and Economic Benefits of Cultural Diversity in British Columbia," through multiculturalism and anti-racism programs. Report on progress to the Government Caucus Committee on Economy and Government Operations; and
- in consultation with the Multicultural Advisory Council and the Ministry of Small Business and Economic Development, finalize and begin implementation of the multicultural theme for the 2010 Olympic and Paralympic Winter Games. Report on progress to the Government Caucus Committee on Economy and Government Operations.

Diverse communities are an important part of the social and economic fabric of this province. I am working to promote a renewed emphasis on immigration and multiculturalism through strategies that maximize social and economic benefits of immigration and cultural diversity in our province, including increasing the recognition and utilization of immigrants' skills.

We are working to expand the contribution of immigrants to the economy through the Provincial Nominee Program. To date, this program has approved over 1,700 people to come to B.C. to live and work.

Together with my colleagues, the Honourable Murray Coell, Minister of Community, Aboriginal and Women's Services, and the Honourable Wendy McMahon, Minister of State for Women's and Seniors' Services, and our partners, we will work to build strong, safe and healthy communities that respect diversity, and support social and economic opportunities and well-being for all British Columbians.

Honourable Patrick Wong
Minister of State for Immigration and Multicultural Services

January 31, 2005

Ministry Overview and Core Business Areas

The Ministry of Community, Aboriginal and Women's Services manages a wide range of programs, which contribute to strong, healthy communities. Four of its core business areas correspond to its four core departments. The fifth, Executive and Support Services, is composed of the Corporate Services Department and Offices of the Deputy Minister, Minister and Ministers of State. The sixth and last core business is Transfer to Royal British Columbia Museum. The ministry is responsible for more than a dozen Crown corporations, agencies, boards and commissions, and over 40 pieces of legislation.

1. Local Government

The ministry supports local governments, heritage conservation and public libraries to improve community quality of life. Services for local governments include: providing a legislative and policy framework; providing advisory services and problem-solving support; and administering grant programs. The ministry is also responsible for municipal services in the University Endowment Lands. The Local Government core business area has a budget of $201.6 million for 2005/06, with a staff of 112 full-time equivalents.

2. Housing, Building and Safety

The ministry provides provincial housing policy to support communities in housing the most vulnerable, and in developing affordable market housing; administers policy and legislation on the building regulatory system; monitors and advises the Minister on the safety regulatory system; and is responsible for fire prevention legislation, policy and public education. Housing, Building and Safety has 55 full-time equivalents in staff and a budget for 2005/06 of $174.7 million, 94% of which is transferred to the BC Housing Management Commission.

3. Aboriginal, Multiculturalism and Immigration

The ministry works in partnership with Aboriginal communities and government agencies to increase social and economic opportunities for Aboriginal people, and works with communities on anti-racism and multiculturalism initiatives. The ministry also expedites the immigration and settlement of highly skilled people (workers, students and entrepreneurs) to support the B.C. economy. This includes increasing recognition and utilization of immigrants' skills through a new initiative, the Fast-track to Immigrant Employment program. In B.C.'s large urban communities, the ministry helps revitalize low-income areas, including supporting the Vancouver Agreement. The core business area has a budget for 2005/06 of $22.3 million, with 64 full-time equivalents in staff.

4. Women's and Seniors' Services

The ministry is responsible for key services that form part of B.C. communities' social safety net: transition house programs for women and children leaving abusive relationships; counselling programs for women who have experienced violence and children who have witnessed abuse; and public education and partnership initiatives that aim to reduce violence against women. The ministry also provides policy analysis, research and information to government and the public on women's and seniors' issues. The core business area has a budget for 2005/06 of $49.8 million, with 29 full-time equivalents in staff.

Resource Summary

The Resource Summary outlines the estimated expenditures by core business area.

Core Business Areas	2004/05 Restated Estimates[1]	2005/06 Estimates	2006/07 Plan	2007/08 Plan
Operating Expenses ($000)				
Local Government	129,992	201,562	189,442	166,642
Housing, Building and Safety	165,537	174,744	164,544	171,504
Aboriginal, Multiculturalism and Immigration	14,372	22,262	19,522	19,522
Women's and Seniors' Services	37,249	49,759	49,759	49,759
Executive and Support Services	9,873	9,909	9,909	9,909
Transfer to Royal British Columbia Museum	12,105	12,105	12,105	12,105
Total	**369,128**	**470,341**	**445,281**	**429,441**
Full-time Equivalents (Direct FTEs)				
Local Government	110	112	112	112
Housing, Building and Safety	55	55	55	55
Aboriginal, Multiculturalism and Immigration	64	64	64	64
Women's and Seniors' Services	29	29	29	29
Executive and Support Services	83	83	83	83
Total	**341**	**343**	**343**	**343**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Local Government	90	800	800	800
Housing, Building and Safety	65	300	300	300
Aboriginal, Multiculturalism and Immigration	355	1,250	1,005	1,005
Women's and Seniors' Services	150	1,250	1,055	1,055
Executive and Support Services	250	300	350	350
Total	**910[2]**	**3,900[2]**	**3,510[2]**	**3,510[2]**

[1] These amounts have been restated, for comparative purposes only, to be consistent with the presentation of the *2004/05 Estimates*. Schedule A of the *2005/06 Estimates* presents a detailed reconciliation.

[2] 90% of funds for capital expenditures will be dedicated to information systems (mainframes and servers).

Vision, Mission and Values

Vision

British Columbians enjoy full social, economic and cultural participation in safe, healthy communities.

Mission

The ministry supports the development of safe, healthy communities and the achievement of full social, economic and cultural participation for British Columbians by:

- providing a policy and legislative framework, funding and advice to support local governance;
- developing the legislative and policy frameworks for housing, building, safety of regulated systems and equipment[1] and fire prevention;
- providing policy advice and delivering services through third parties for Aboriginal people, immigration and settlement, multiculturalism and anti-racism, and women and their children leaving abusive relationships, as well as providing policy advice on women's and seniors' issues; and
- securing federal participation in provincial priorities through federal/provincial arrangements.

Values

The ministry is guided by the following values:

- focus on clients;
- create beneficial partnership opportunities;
- use resources wisely;
- treat employees and clients fairly and equitably; and
- create a culture of accountability, innovation and excellence.

[1] Elevators, electrical systems and equipment, boilers, gas systems, aerial tramways, amusement rides, refrigeration systems and railways.

Goals, Objectives, Strategies and Results

The ministry has revised its goals and objectives to reflect a shift towards better integration of ministry priorities across departments in support of communities. The goals take a broader perspective, encompassing various aspects of the ministry's work to support communities and improve the well-being of the province's diverse population. These goals are supported by an internal ministry goal to continue developing integrated and collaborative approaches to community issues. Since its last Service Plan, the ministry has streamlined its measures and focused on outcomes, rather than outputs. It is also evaluating performance measures to ensure they are meaningful and appropriate to these common goals.

Goal 1: *Strong, safe and healthy communities.*

The ministry has a unique role in government, working collaboratively with a variety of partners, to support strong, safe and healthy communities. It provides various tools and services to local governments to address diverse community needs. It also supports communities by working with them to meet their housing needs, conserve their heritage and improve the public library system, and by ensuring safety in the built environment.

Core Business Area: *Local government.*

Objective 1: *Effective, collaborative and accountable local governments.*

The ministry supports local government by providing advice, problem-solving expertise and targeted funding programs. It has also developed and led implementation of the *Community Charter*, a key tool supporting B.C. communities. The *Charter* ensures local governments have the right balance of flexibility and accountability to meet the needs of their citizens.

Key strategies include: supporting local governments to address community needs by using the powers provided by the *Community Charter*; managing sewer and water infrastructure planning and development funding; working with regional districts to develop growth strategies; assisting local governments with incorporations, amalgamations and boundary extensions; facilitating productive relationships between local governments, provincial agencies and First Nations; and by providing assistance to communities in transition.

Government Strategic Goals

Safe, healthy communities and a sustainable environment.
A strong and vibrant provincial economy. Supportive social fabric.

Ministry Mission

The ministry supports the development of safe, healthy communities and the achievement of full social, economic and cultural participation for British Columbians by: providing a policy and legislative framework, funding and advice to support local governance; developing the legislative and policy frameworks for housing, building, safety of regulated systems and equipment and fire prevention; providing policy advice and delivering services through third parties for Aboriginal people, immigration and settlement, multiculturalism and anti-racism, and women and their children leaving abusive relationships, as well as providing policy advice on women's and seniors' issues; and securing federal participation in provincial priorities through federal/provincial arrangements.

Ministry Goals	Ministry Objectives	Performance Measures / Indicators
1. Strong, safe and healthy communities.	1. Effective, collaborative and accountable local governments.	Percentage of expected 2021 population in high growth regions accommodated by regional planning policies. Percentage of population with water and sewer infrastructure that meets emerging standards.
	2. Systems to conserve heritage and provide public library services are sustainable and contribute to community quality of life.	Number of historic places on the Canadian Register of Historic Places. Number of devolved heritage properties inspected that meet standards. Library services strategic plan measures (to be developed).
	3. Housing needs met for most vulnerable populations.	Percentage of new tenancies targeted to the most vulnerable. Number of frail and aging senior households assisted through provincial housing programs.
	4. Improved affordability in the housing market.	Percentage of local governments in communities over 100,000 applying affordable housing planning tools and techniques.
	5. A safe built environment.	Users trained in changes to the Fire Code. Users surveyed benefiting from objective-based building, planning and fire codes.
	6. Improved collaboration on inner-city issues.	Number of new revitalization initiatives and partnerships for inner-cities.
2. Social and economic opportunities and well-being for Aboriginal people, immigrants, visible minorities, women and seniors.	1. Social and economic outcomes for Aboriginal people are improved.	Number of partnerships, initiatives and projects. Number of Aboriginal businesses and jobs created and sustained by First Citizens Fund.
	2. Social and economic benefits of immigration and multiculturalism are maximized.	Percentage of recent immigrants surveyed who report greater ability to use English. Number of skilled immigrants from the Provincial Nominee Program employed in skill-shortage sector jobs. Percentage of Provincial Nominees destined to rural areas. Benefits resulting from new Provincial Nominee Business Investment immigrants. Percentage of skilled immigrants who report securing employment through the Fast-track process.
	3. Women's and seniors' unique needs are addressed.	Number of women and their children leaving abusive relationships who receive shelter. Number of women and their children counselled to address the effects of domestic violence. Number of women who received outreach services. Number of resources developed to improve access to information for seniors.

Performance Measures:

The ministry ascertains its effectiveness in meeting the needs of local government through the following measures. Further measures will be developed in 2005/06.

Regional planning: Communities can benefit from the opportunities provided by population growth but must also prepare for the challenges that arise, particularly in high growth areas. The ministry works with local governments to ensure that planning policies are in place to accommodate significant population growth. The proportion of the projected provincial population that will be covered by appropriate regional planning policies is a measure of the ministry's success in assisting communities to plan for growth effectively.

Drinking water and environmental protection in B.C.: The Canada-BC Infrastructure Program contributes funds to communities to enhance their water or sewage treatment. The drinking water and sewage treatment systems indicator is the proportion of British Columbians that receive services from municipal drinking water and liquid waste management systems using infrastructure that meets emerging standards.

Performance Measures	2004/05 Projected Base	2005/06 Target	2006/07 Target	2007/08 Target
Percentage of the expected 2021 population in high growth regions[1] accommodated by regional planning policies.	80%[2]	89%[3]	89%	89%
Percentage of population served by drinking water systems that use filtration where necessary and ultraviolet treatment in addition to disinfection.	18.8%	20%	71.2%[4]	71.2%
Percentage of the population served by sewer systems which either meet Liquid Waste Management Plan requirements or incorporate secondary or higher levels of treatment.	74%	78%	78%	78%

[1] The high growth regions of the province include the southern east coast of Vancouver Island, the Lower Mainland and the Okanagan Valley.

[2] The 2004/05 baseline has been updated (from 72% to 80%) to include the Capital Regional District which adopted its Regional Growth Strategy in the 2003/04 fiscal year.

[3] "Actual base" and three-year targets have been modified to reflect adjustments to the 2021 Comox-Strathcona Regional District and Okanagan-Similkameen Regional District population forecast.

[4] The significant improvement in water service projected in 2006/07 is due to the completion of the GVRD water treatment plant, which serves 51% of the provincial population.

Objective 2: *Systems to conserve heritage and provide public library services are sustainable and contribute to community quality of life.*

Heritage conservation brings economic benefits and a sense of pride and identity essential to community development and sustainability. Through effective stewardship of heritage property, B.C. communities can contribute to long-term, sustainable use of these resources. Public libraries enhance individual and community quality of life. Through greater collaboration and sharing of resources across the public library system, the public will have improved access to information.

Strategies include: assisting local governments to plan, develop, manage and evaluate heritage programs; devolving and/or transferring operating and non-operating heritage properties to qualified partners; and implementing a strategic plan for public libraries which will provide an accessible, equitable and sustainable system.

Performance Measures:

Number of historic places on the Canadian Register of Historic Places: Local governments can document historic places for listing on the national register by developing community heritage plans and registers. The number of historic places on the register is an indicator of community commitment and capacity to conserve heritage.

Number of devolved heritage properties meeting the standards for heritage preservation and presentation within Heritage Site Management Agreements: To encourage a sustainable, community-based system of heritage conservation, the ministry is devolving management for 29 provincial heritage properties to community partners. Thirteen of these properties provide programs for the public and 12 of 13 have been successfully devolved to community-based groups. Devolution of the thirteenth is expected to be completed by March 2005. All sites are inspected annually. Favourable inspection reports indicate that community partners are successfully preserving and managing heritage properties.

Measures for a State of the Art Public Library system: The strategic plan for public libraries, *Libraries Without Walls . . . the World Within Your Reach — A Vision for Public Libraries in B.C.*, was completed in 2004/05. Implementation of the plan will begin in 2005/06. Performance measures will be developed as part of this process.

Performance Measures	2004/05 Actual Base	2005/06 Target	2006/07 Target	2007/08 Target
Number of historic places on the Canadian Register of Historic Places.	580 properties[1]	1,000 BC records in total.	1,500 BC records in total.	2,000 BC records in total.
Number of devolved heritage properties meeting standards.	11 inspections	12 positive inspections (100%).	13 positive inspections (100%).	13 positive inspections (100%).
Outcome measures to be developed for public library system.	Strategic plan complete	Implementation of strategic plan to begin. Measures to be developed.	Measures in place, baseline established.	Targets established.

[1] The 04/05 base and the targets for subsequent years are comprised of two components: (a) historic place records officially posted on the Canadian Register Website and (b) historic place records prepared by local governments and undergoing quality assurance review by the Heritage Branch.

Core Business Area: *Housing, Building and Safety.*

Objective 3: *Housing needs met for most vulnerable populations.*

The housing strategy focuses on three areas of priority: homelessness, social housing and market housing. The first two contribute to this objective. To help meet the housing needs of the most vulnerable in B.C. communities, the ministry works with BC Housing to provide homes for the most vulnerable, including: low income and frail seniors, persons with physical and mental disabilities, and those who are homeless or at risk of homelessness, including women and their children leaving abusive situations.

The ministry has been coordinating the development of a provincial homelessness strategy and is taking a lead role in supporting the Premier's Task Force on Homelessness, Mental Illness and Addictions, which the Premier announced at the 2004 Union of British Columbia Municipalities convention. The Task Force will make recommendations on how to support communities in developing flexible strategies to combat homelessness.

Unconditional grants valued at $2 million are also being provided to local governments and other community partners through the Union of BC Municipalities over the next three years to support planning for the needs of seniors, particularly in the areas of housing and related community issues. The funding is intended to help seniors stay in their home communities.

Strategies include: expanding the number of units subsidized through the Independent Living BC program and working to enhance the range of housing options for the most vulnerable through existing programs.

Performance Measures:

Percentage of new tenancies targeted to the most vulnerable: Success is measured by the percentage of new BC Housing tenancies targeted to the most vulnerable populations.

Housing needs of frail elderly persons met: This measure demonstrates the Province's commitment to meeting the needs of frail and low income seniors by reporting on the number of senior households assisted through the Independent Living BC Program and existing housing resources.

Performance Measures	2004/05 Base	2005/06 Target	2006/07 Target	2007/08 Target
Percentage of new tenancies[1] targeted to the most vulnerable.	80%[2]	82%	84%	86%
Number of frail and aging senior households assisted through provincial housing programs.	33,300[2]	34,800	35,800	36,600

[1] New tenancies include households living in social housing and households receiving rental assistance in the private market.

[2] Data source for both measures is BC Housing.

Objective 4: *Improved affordability in the housing market.*

Access to affordable market housing is critical to the well-being of B.C. communities and citizens. The ministry encourages local governments to facilitate affordable housing development in their communities by supporting increased flexibility for builders and local government. The three key priorities are: 1) increase in lower-priced new homes; 2) improvement in the general affordability of market housing; and 3) reduced regulatory impediments for market housing.

To enhance affordability in the housing market, tools and guides are developed for local government and industry. Planning guides assist with addressing a number of housing issues: secondary suites, rental housing, increased densities, supportive housing for seniors and homelessness, to name a few. The ministry has also amended legislation to allow local governments greater flexibility in the collection of development cost charges, thereby reducing barriers to the development of smaller, more affordable housing developments.

Performance Measure:

Percentage of local governments in communities over 100,000 applying affordable housing planning tools and techniques: Use of these tools indicates that local governments are enhancing their capacity and moving toward the goal of improved affordability. Work is also being undertaken to identify specific housing industry indicators that will measure the success of achieving this objective.

Performance Measure	2004/05 Actual/Base	2005/06 Target	2006/07 Target	2007/08 Target
Percentage of local governments in communities over 100,000 applying affordable housing planning tools and techniques.[1]	69.6%	N/A[2]	75%	N/A[2]

[1] Tools include Market Housing Affordability and Secondary Suites.
[2] The Local Government Housing Survey is completed every three years.

Objective 5: *A safe built environment.*

Community safety with regard to the built environment is supported through regulatory systems for buildings and regulated systems and equipment. The ministry is also responsible for fire prevention policy and legislation and will be adopting new Building, Plumbing and Fire Codes in 2005. The BC Safety Authority (BCSA) has delegated responsibility for administering regulations related to regulated systems and equipment. Community and industry involvement are essential to implementing these measures and monitoring their success.

Strategies include: providing smart regulation for fire, building and regulated systems, equipment and processes; continuing regulatory reform; and facilitating consistent application and support to ensure a modern, efficient regulatory system for safety.

Performance Measures:

Percentage of users trained in changes to the Fire Code: All Local Assistants to the Fire Commissioner (LAFCs) who are required to perform inspections according to the *Fire Services Act* will be trained on changes to the code by 2007/08. This measure indicates capacity to appropriately apply the revised Fire Code.

Benefits of objective-based Building, Plumbing and Fire Codes are realized by users: Stakeholders will be surveyed to measure whether the new codes achieve their objectives of maintaining safety while allowing greater flexibility for users. The survey will be conducted three years after the codes have been adopted to allow time for users to assess its effectiveness.

Public safety is maintained and improved: Indicators are being developed by the BCSA to report on incidents, injury and deaths in the safety sector.

Performance Measures	2004/05 Projected Base	2005/06 Target	2006/07 Target	2007/08 Target
Users trained in changes to the Fire Code.	0	80% of relevant LAFCs (or 630).	90% of relevant LAFCs (or 710).	100% of relevant LAFCs (or 790).
Users benefiting from objective-based Building, Plumbing and Fire Codes, as measured by survey.	N/A	BC Building, Plumbing and Fire Codes will be adopted in 2005[1].	N/A	Majority surveyed agree benefits were achieved[2]
Safety trends by sector.	Consultation of BCSA with ministry to develop indicators	Indicators refined and data collected by BCSA.	Baseline 2005 data reported by BCSA.	Targets established

[1] Approximately 600 building officials and up to 5,000 other Building Code users are expected to be trained in 2005/06. Training will be delivered in partnership with relevant associations.

[2] Survey will be completed after users have had time to use the codes. The codes will be published in 2005.

Core Business Area: *Aboriginal, Multiculturalism and Immigration.*

Objective 6: *Improved Collaboration on Inner-city Issues.*

Collaboration amongst orders of government, agencies and communities is critical to addressing inner-city issues such as poverty, homelessness, addiction and other health issues. The ministry is experienced in fostering partnerships to identify and work on common issues affecting inner-city communities. The ministry does not provide programs or services. Instead, it adds value by leveraging resources and cooperation amongst appropriate agencies. The ministry has successfully used this approach with the Vancouver Agreement.

Key strategies include: implementing economic, health and public safety initiatives through partnerships; collaborating with the Olympic Games Secretariat; facilitating enhanced

cultural diversity in Vancouver's Downtown Eastside communities; and improving economic revitalization.

Performance Measure:

New revitalization initiatives and inner-city partnerships: The number of initiatives funded and number of partnerships formed are indicators of the first step towards success in addressing inner-city issues. Discussions are underway with Prince George, Surrey and New Westminster, which have also expressed interest in partnership agreements.

Performance Measures	2004/05 Actual/Base	2005/06 Target	2006/07 Target	2007/08 Target
New revitalization initiatives for Vancouver's Downtown Eastside.	9 new	11 new (total: 20)	12 new (total: 32)	12 new (total: 44)
Partnerships focused on inner-city revitalization with B.C. cities.	1 new	1 new (total: 2)	1 new (total: 3)	1 new (total: 4)

Goal 2: *Social and economic opportunities and well-being for Aboriginal people, immigrants, visible minorities, women and seniors.*

The ministry supports a number of programs designed to ensure Aboriginal people, immigrants, visible minorities, women and seniors have enhanced opportunities to participate in community and economic life and improve their well-being. In addition to providing some direct support, the ministry builds relationships, collaborates, negotiates with and informs ministries, other orders of government, private sector stakeholders and community groups about the issues affecting women, seniors, immigrants, visible minorities and Aboriginal persons. Success in this area depends on the efforts of these many partners.

Core Business Area: *Aboriginal, Multiculturalism and Immigration.*

Objective 1: *Social and economic outcomes for Aboriginal people are improved.*

The ministry conducts various activities in this area to improve outcomes and is developing a Provincial Aboriginal Social-Economic Strategy to improve coordination within government of programs and services for Aboriginal people. The Province also participates in the federal Urban Aboriginal Strategy. The ministry's First Citizens Fund (FCF) and First Peoples'

Heritage, Language and Culture Council contribute to this objective by increasing education, employment and business opportunities for Aboriginal people, by preserving language which is critical to a strong sense of community, and by supporting the development and delivery of culturally appropriate programs and services. Success in this area depends on partnerships with other ministries, the federal government and Aboriginal organizations and communities.

Strategies include: improving access to and quality of services for Aboriginal people through enhanced inter-ministry coordination and partnerships; supporting capacity development within Aboriginal communities towards the delivery of culturally appropriate programs; and providing opportunities for Aboriginal entrepreneurs to develop or expand businesses.

Performance Measures:

Measures of success for the Provincial Aboriginal Social-Economic Strategy are being developed in collaboration with other ministries and Aboriginal communities and organizations.

Number of new organizational capacity partnerships, initiatives and projects: The ministry's Aboriginal Directorate works with other governments and Aboriginal organizations to identify capacity building requirements and/or solutions through partnerships, initiatives and projects. The number of new partnerships, initiatives and projects is an indicator of enhanced collaboration and commitment to increasing the delivery of programs and services by Aboriginal communities and organizations to improve outcomes.

Number of businesses and number of jobs supported by the FCF: By supporting business development and job creation for Aboriginal people, the ministry moves toward achieving its objective of improving economic outcomes.

Performance Measures[1]	2004/05 Actual/Base	2005/06 Target	2006/07 Target	2007/08 Target
Number of new organizational capacity partnerships, initiatives and projects.[2]	25	18 – 22 new[3]	18 – 22 new	18 – 22 new
Number of Aboriginal businesses created or sustained by the FCF Business Loan Program (BLP).[4]	150 in total	150 in total	150 in total	150 in total
Number of jobs within Aboriginal businesses created or sustained by the FCF BLP.[4]	350 in total	350 in total	350 in total	350 in total

[1] Performance measures will be refined in 2005/06.

[2] The over-arching purpose of these partnerships, initiatives and projects is to encourage and assist in building capacity within Aboriginal organizations. Some examples in 2004/05 included: providing staff mentoring and training to increase capacity in research, facilitation, planning and communications skills; facilitating Aboriginal youth to explore careers in science and technology; and supporting the development of an Aboriginal business database and directory to document and promote Aboriginal businesses.

[3] Targets are dependent on size and scope, and funding may fluctuate from year to year. In 2004/05, a larger number of smaller value projects were funded. Over the next few years, the actual number is expected to decrease as larger value initiatives are undertaken.

[4] Approximately 40% of businesses and jobs supported by the First Citizens Fund Business Loan Program represent new business start-ups and new jobs. Approximately 60% of loans provided through the program were for business growth and expansion. Performance targets remain relatively constant from year to year because program delivery is based upon budget allocations which have also remained relatively constant. The targets are based on an average of total program activity over a five-year period. Actuals will vary from year to year depending on loan size.

Objective 2: *Social and economic benefits of immigration and multiculturalism are maximized.*

Immigration and multiculturalism bring many benefits to B.C. communities, both economically and socially. By promoting business, employment and education opportunities for immigrants, as well as cultural diversity and multiculturalism within communities, British Columbia will continue to be a choice destination for immigrants. Efforts to prevent racism and support cultural diversity at the community level are critical to maximizing benefits and enriching community quality of life. New immigrants who settle in B.C. through the Provincial Nominee Program (PNP) bring many benefits, including to rural

B.C. Business immigrants bring investment and jobs to B.C. while skilled immigrants are critical to meeting communities' labour market needs. International students also contribute significantly to B.C.'s economy and diversity. Initiatives are underway to facilitate entry and attract more international students to the province.

Strategies include: implementing a strategy to enhance the social and economic benefits of immigration to B.C., including expedited employment entry of immigrants; implementing a strategy to enhance the social and economic benefits of cultural diversity; developing a multicultural theme for the 2010 Winter Olympics; and implementing a strategy to improve multicultural service delivery.

Performance Measures:

Success in this area depends on the actions of many partners, including the federal government, businesses and employers, as well as immigrants and visible minorities themselves. The measures identified reflect the impact of the ministry's activities within these broader partnerships.

Percentage of immigrants in language training who report greater ability to use English: Success of ministry-funded settlement-focused English language training will be measured by the percentage of surveyed participants who report, after training, greater ability to use English in their daily lives.

Provincial Nominee Program: A number of measures are identified to gauge the success of the PNP, which works to enhance the benefits of immigration throughout the province. These measures include the number of skilled immigrants in skill shortage jobs, the distribution of these immigrants to rural areas, the financial investment generated and the number of new jobs created.

Percentage of skilled immigrants who report securing employment through the Fast-track process: Success of the Fast-track program will be measured by the percentage of skilled immigrants surveyed who report securing employment through the Fast-track process.

Performance Measures	2004/05 Actual/Base	2005/06 Target	2006/07 Target	2007/08 Target
Percentage of recent immigrants in language training who report greater ability to use English.	77%	80%	85%	85%
Number of skilled immigrants from the PNP employed in skill-shortage sector jobs.	335 new	350 new	400 new	500 new
Percentage of new Provincial Nominees destined to rural areas.[1]	30%	35%	35%	35%
$ investments from new Provincial Nominee Business immigrants.	$40 M	$51 M	$77 M	$102 M
Jobs created by new Provincial Nominee Business immigrants.	174 full-time jobs	290 full-time jobs	435 full-time jobs	580 full-time jobs
Percentage of skilled immigrants who report securing employment through the Fast-track process.	None — new program	Baseline to be established	To be determined[2]	To be determined[2]

[1] Includes business and strategic occupations categories.
[2] Targets will be determined once a baseline is established.

Core Business Area: *Women's and Seniors' Services.*

Objective 3: *Women's and seniors' unique needs are addressed.*

The ministry is committed to promoting and supporting women's and seniors' participation in every facet of life in British Columbia. Working with other orders of government, across sectors, and in communities, the ministry strives to ensure the unique needs of women and seniors are addressed and integrated into public policy, legislation, programs and services. The ministry informs policy development, program direction, and decision-making on the needs of women and seniors by identifying and communicating emerging trends and key issues affecting these groups to government and the public.

Women play a significant role in the provincial economy. They also tend to be the primary caregivers to children and elderly parents. Eighty per cent of women performing caregiving roles are also fully employed.

Women's ability to participate fully in the economy and in society can be compromised by violent relationships. Ministry programs are in place to prevent, and mitigate the effects of, violence so that women can move to independence and full participation.

British Columbia has one of the highest median ages in Canada and seniors are the fastest growing segment of the population. Twenty-five years ago, one in ten British Columbians was age 65 or older. Today, that ratio is approximately one in seven, and twenty-five years from now, it is estimated that nearly one in four British Columbians will be a senior. Awareness and understanding of the unique needs of an aging population are critical so that communities are prepared to address issues regarding income, transportation, health care, and access to information about government programs and services.

Strategies include: delivering shelter programs and counselling services to women who have experienced abuse and their children; providing outreach services; supporting initiatives that prevent violence against women; profiling and promoting women's roles in the provincial economy; and building awareness and understanding of issues related to planning for an aging population.

Performance Measures:

Women and their Children leaving Abusive Relationships who Receive Shelter:
The number of women and children sheltered through transition house programs indicates the number who have been provided with safe shelter when leaving abusive relationships.

Women and their Children Counselled to Address the Effects of Domestic Violence:
The ministry funds counselling for women who have experienced abuse and children who have witnessed abuse. The number of women and children receiving counselling is an indicator of the number who will be better able to cope with the after-effects of abuse, or witnessing abuse.

Women Who Received Outreach Services: The ministry funds outreach workers who support women at risk of violence or who are recovering from violence, and who work at the community level on violence prevention initiatives. The number of women served is the measure of women who get direct assistance from an outreach worker.

Seniors' Access to Information: The ministry will develop, in consultation with seniors-serving ministries, information to facilitate access to government programs and services for seniors. Measures to determine the success of these services include the number of resources added and the number of people accessing the Website.

Performance Measures	2004/05 Projected Base	2005/06 Target	2006/07 Target	2007/08 Target
Number of women and their children sheltered through transition house services (responsive to demand).	11,400	11,800[1]	11,800	11,800
Number of women and their children counselled.	7,400	11,000[2]	11,000	11,000
Number of women who received outreach services.	9,524	10,000[3]	14,000	15,000
Number of resources developed to improve access to information for seniors.	New Website developed. Updated seniors guide — 7th ed.	2 new resources added.	2 new resources added.	2 new resources added.

[1] New funding will increase capacity of transition houses; however, the target is an estimate as service use is demand driven.

[2] The increase in the number of women and children served is a result of additional funding that has been committed to counselling services for women and their children who witness abuse.

[3] The number of women who received outreach services is expected to be lower in 2005-06 than in future years, because 2005-06 will not represent a full year of service.

Related Initiatives and Planning Processes

Deregulation and Regulatory Reform

The table below lists the ministry's most significant regulatory reform initiatives that aim to ensure British Columbia's regulatory climate supports strong, safe and healthy communities.

Objective	Performance Measures	2004/05 Target	2005/06 Target	2006/07 Target	2007/08 Target
Improve flexibility and harmonization of legislation and policy.	Legislation reviewed for impacts on common sectors.	Acts/Codes under review: *Safety Standards Act*, Fire Code, Building Code	Review complete	Legislative/ regulatory amendments enacted	N/A
Shift to objective-based regulation.	Legislative amendments, regulations enacted.	Codes under review: Building, Plumbing and Fire Codes	Review complete	Objective-based regulations enacted	N/A
Zero % increase to regulatory burden throughout 2005/06.	Regulatory requirements maintained at June 2004 baseline.	35,943 — June 2004 baseline	Zero % increase	Zero % increase	Zero % increase

Overviews of Human Resource Plan and Information Resource Management Plan

Human Resource Plan

The ministry Human Resource Plan overview is available on the ministry Website at: http://www.mcaws.gov.bc.ca/ministry/planning/hrp.pdf.

Information Resource Management Plan

The ministry Information Resource Management Plan overview is available on the ministry Website at: http://www.mcaws.gov.bc.ca/ministry/planning/irmp.pdf.